

**STATE OF CALIFORNIA
DEPARTMENT OF INSURANCE
300 Capitol Mall, 17th Floor
Sacramento, California 95814**

May 17, 2007

Regulation File #: RH05047901

UPDATED INFORMATIVE DIGEST

**Title 10, Sections 2538.1 through 2538.8
Health Care Language Assistance Program**

There have been no changes in applicable laws from the laws described in the Notice of Proposed Regulatory Action. The proposed regulations have been changed since the Notice of Proposed Regulatory Action and Notice of Availability of Revised Text as follows:

- (1) Section 2538.2 (k) and (l) have been changed to correct a lettering error.
- (2) Section 2538.3 (a) has been changed to move the implementation date back one year due to the delay in the effective date of the regulations. This will allow additional time for health insurers to develop and implement their Language Assistance Program.
- (3) Section 2538.3 (b) has been changed to clarify the requirements of the Language Assistance Program plan. The formatting of this subsection has been changed for clarity and understanding by the affected public.
- (4) Section 2538.3 (c) has been changed to clarify the requirement for notice of language assistance services to insureds. This change informs the affected public that if the Commissioner develops the required notice, health insurers shall use this notice as the basis for developing the required notice. Insurers may only modify the notice by adding additional information. This change also clarifies the exception if distributed documents are provided in the insureds preferred written language.
- (5) Section 2538.3 (e) has been added to describe the process for submittal by insurers of their Language Assistance Program plan to the Commissioner. It defines the methodology to be used to evaluate the insurer's LAP plan and the periodic review process to be performed by the Commissioner.
- (6) Section 2538.5 (b) has been changed for clarification regarding the notice.
- (7) Section 2538.5 (c) has been changed to clarify the timeframe in which insurers may submit a request to "phase-in" the translation of vital documents.
- (8) Section 2538.6 (d) has been changed to clarify the acceptable standards for interpreters.
- (9) Section 2538.7 (a) has been changed to correct a grammatical error.